

Dear Commissioners:

Stop hidden phone fees so I can truly compare prices of phone services. I support the petition filed by the National Association of State Utility Consumer Advocates and endorsed by other consumer advocacy organizations. CG Docket No. 04-208, Petition for Declaratory Ruling Regarding Truth-In-Billing and Billing Format, is long overdue.

Phone bills should be truthful and easy to understand. If the FCC is doing its job, it is doing it extremely poorly, from controlling the number of media and media outlets single ownership can hold, to telephone service et al. There is NO competition--contrary to claims made. telephone companies hold local monopolies (e.g. Verizon), never mind what the 'official' telephone provider is. The surcharges are a jungle of variables, and it is impossible to get any comparison between companies' charges. The interest of the consumer--part of which is the fact that working people do not have the luxury to change phone companies jut for the 'fun' of finding out what such comparisons might be--simply does not exist. There is basically one motto in the corporations: sell this 'warm body' on the other end of the line something, while you have him there. The company employee may sound very nice, but the reason is purely to make a sale. Their competition is not: we have a good product, here it is, compare whatever you (the potential customer) like to compare; we give you all the facts and details. Their competition is: company x services this customer, and we want to get the business instead. It is not competition; it is company war at the expense of the consumer.

If the FCC were interested, they would see to it that surcharges can be compared by a. giving mandatory guidelines of what surcharges are and making them comparable. b. they would require that companies supply the customer with these comparisons and appropriate explanations/reasons for each surcharge. In addition to helping the cusotmer deal intelligently with a daily service need, the FCC would create a 'cleaner' business atmosphere rather than through their neglect foster a cut-throat business atmospherein, as said before, utility services. The customer, and comapies and ethical behavior would win. That, howevr, was the reasons for instituting government agencies such as the FCC.
Johanna Sayre.

Because this practice is tolerated by the FCC, long distance and wireless phone companies are able to hide the true cost of service. These add-ons make the advertised price of service significantly less than the amount of the check I have to write each month to pay the bill. Competition will not work if consumers cannot accurately compare prices when shopping for service.

Many states are stepping up to address this problem. They should be allowed to proceed. However, the FCC shouldn't

shirk its responsibility, nor limit states from doing more.

The FCC should immediately grant the NASUCA petition to investigate billing practices, and prohibit phone and wireless companies from imposing separate monthly fees, line items or surcharges unless expressly mandated by law or the charge is expressly authorized by a governmental authority.